

U.S. Department of State
INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST Panama	2. AGENCY State	3a. POSITION NO. 97-972094
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☒ Yes ☐ No 97-971762

4. REASON FOR SUBMISSION

- ☐ a. Redescription of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)
- ☐ b. New Position
- ☒ c. Other (explain) Recruitment Process (Update 7/15/13)

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Consular Assistant, 1405	FP-7; FSN-7	MAM	05/26/09
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) Consular Assistant	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION Consular Section	a. First Subdivision Visa Unit
b. Second Subdivision	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position. _____ Typed Name and Signature of Employee Date(mm-dd-yy)	10. This is a complete and accurate description of the duties and responsibilities of this position. _____ Typed Name and Signature of Local Supervisor Date(mm-dd-yy)
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. _____ Typed Name and Signature of American Supervisor Date(mm-dd-yy)	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. _____ Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)
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13. BASIC FUNCTION OF POSITION

The incumbent will work in the Visa Unit, with the majority of the time spent responding to correspondence from applicants and members of Congress. The incumbent will also perform Visa Assistant duties, including pre-screening nonimmigrant visa (NIV) applications, scheduling emergency and group appointments, working with the Consulate's appointment system, conducting Leahy name checks, reporting lost and stolen passports, and assisting with the intake of nonimmigrant visa applicants prior to their interviews. The incumbent will be the cleared American witness for DNA tests. The incumbent may also handle special projects as assigned by supervisors.

14. MAJOR DUTIES AND RESPONSIBILITIES

See attached

% OF TIME

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:
High school diploma or GED equivalent is required.
- b. Prior Work Experience:
Two (2) to Three (3) years experience in customer service, such as experience as secretary or general clerical or office assistant is required.
- c. Post Entry Training:
Online trainings about how to collect quality fingerprints.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):
Level II (Limited knowledge) Speaking/Reading/Writing Spanish is required. Level III (Good working knowledge) Speaking/Reading/Writing English is required.
- e. Job Knowledge:
Must have a good knowledge of general clerical practices and procedures. Must know how to use Microsoft Office Suite.
- f. Skills and Abilities:
Keyboarding skills are required. Must be able to input data in consular systems with minimum errors, and spot and correct errors made by others (applicants and fellow staff). Must be able to learn how to use a telephone relay system. Ability to deal courteously and effectively with the public is required. Must be tactful when providing and requesting information.

16. POSITION ELEMENTS

- a. Supervision Received:
Incumbent is supervised directly by Visa Assistant Supervisor and is reviewed by the American NIV Unit Chief.
- b. Supervision Exercised:
None
- c. Available Guidelines:
FAMs, online correspondence courses.
- d. Exercise of Judgment:
Incumbent must use judgment when dealing with requests from the public. Must be able to determine which inquiries require referral to supervisor or colleagues.
- e. Authority to Make Commitments:
None
- f. Nature, Level and Purpose of Contacts:
Must be prepared to deal with GOP contacts from a wide range of Ministries on an ongoing clerical basis.
- g. Time Expected to Reach Full Performance Level:
One year.

Continuation

14. Major Duties and Responsibilities	% of time
a. Responds to applicant inquiries by e-mail and phone; and assists with other related NIV tasks, as assigned. Drafts responses to written inquiries, including Congressional inquiries.	30%
b. Manages special projects, lost and stolen passport/visa records, website updates, visa revocations, and others assigned by supervisors or self-identified and approved by supervisors.	20%
c. Assists with managing NIV appointment website including managing group, emergency, and case inquiries via Salesforce application.	20%
d. Conducts Leahy name checks and coordinate event name checks for Consular section.	15%
e. Serves as the cleared American witness for DNA tests of American Citizen Services (ACS) and immigrant visa applicants, responsible from beginning to end for strictly adhering to the rigorous regulatory and documentary requirements to ensure post compliance with, and integrity of, this important process.	10%
f. Takes highest quality fingerprints possible of all visa applicants, verifies all applicants have read and agreed to the biometric signature oath/affirmation, and ensures data in all cases is accurate before passing applicants to the officers for interview. Assists with the intake of nonimmigrant visa applicants prior to their interviews.	05%